

Transcript: Estefania

Acevedo-5419907618226176-4932361519939584

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits and I'm calling on behalf of BGSS. Um, we're currently processing an enrollment form for DeShawn, um, that's who I'm looking to speak with. We're currently processing an enrollment form that you filled out on the 26th of February. You selected to enroll into the Stay Healthy MEC tell all rep for employee plus child, as well as dental for employee plus child. However, we were missing the dependent's information. Were you still wanting to enroll with the child or by yourself? Um, I'll just do it by myself. Okay. Um, so I'll go ahead and notate that. Um, I do have to let you know that they would have to do a eligibility review to see if you are eligible since we do see outhire dates. So I'll go ahead and let them know what you would want to be enrolled into and if you are eligible they will go ahead and start, um, the enrollment. Okay? So I'll go ahead and let them know that's what you want to do. Okay, thank you. You're welcome. Did you have any questions for me? Uh, no, that's all. All right. Well, I hope you have a great day. Thank you for your time. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits and I'm calling on behalf of BGSS. Um, we're currently processing an enrollment form for DeShawn, um, that's who I'm looking to speak with. We're currently processing an enrollment form that you filled out on the 26th of February. You selected to enroll into the Stay Healthy MEC tell all rep for employee plus child, as well as dental for employee plus child. However, we were missing the dependent's information. Were you still wanting to enroll with the child or by yourself?

Speaker speaker_1: Um, I'll just do it by myself.

Speaker speaker_0: Okay. Um, so I'll go ahead and notate that. Um, I do have to let you know that they would have to do a eligibility review to see if you are eligible since we do see outhire dates. So I'll go ahead and let them know what you would want to be enrolled into and if you are eligible they will go ahead and start, um, the enrollment. Okay? So I'll go ahead and let them know that's what you want to do.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Did you have any questions for me?

Speaker speaker_1: Uh, no, that's all.

Speaker speaker_0: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker_1: You too.